



The CSS Network Program

The Complete Tool Kit

The Complete Tool Kit Contains:

- Consent
- User Guide
- Criminal Information Sheet
- Workflow

To learn more or for question on how to get started contact
First Advantage Canada at (800) 833-7511 ext 229



Consent



CONSENT TO DISCLOSURE OF CRIMINAL RECORDS AND INFORMATION INCLUDING PARDONED SEXUAL OFFENSES

(PLEASE PRINT)

SURNAME		GIVEN NAMES			
PREVIOUS SURNAME or MAIDEN NAME (IF APPLICABLE)		DATE OF BIRTH	YYYY	MM	DD
PLACE OF BIRTH	SEX (CIRCLE ONE) FEMALE / MALE		DRIVER'S LICENCE NUMBER		
NUMBER	STREET	APT./UNIT	MUNICIPALITY		POSTAL CODE

(PROVIDE PREVIOUS ADDRESS IF YOU DID NOT RESIDE AT THE ABOVE ADDRESS FOR MORE THAN FIVE YEARS)

NUMBER	STREET	APT./UNIT	MUNICIPALITY		POSTAL CODE
NUMBER	STREET	APT./UNIT	MUNICIPALITY		POSTAL CODE

REASON FOR REQUEST: SCREENING FOR EMPLOYMENT/VOLUNTEER PLACEMENT

I HEREBY AUTHORIZE, AND CONSENT TO, THE FULL DISCLOSURE OF THE FOLLOWING RECORDS TO FIRST ADVANTAGE AND ITS AUTHORIZED AGENTS/POLICE SERVICES AND TO (ENTER AGENCY NAME HERE), A MEMBER OF THE CENTRAL COMMUNITY SUPPORT SERVICES NETWORK AND TO ME:

- (a) RECORDS OF CRIMINAL CONVICTIONS FOR WHICH A PARDON HAS NOT BEEN GRANTED, AND CONDITIONAL AND ABSOLUTE DISCHARGES WHICH HAVE NOT BEEN REMOVED FROM THE CPIC SYSTEM IN ACCORDANCE WITH THE *CRIMINAL RECORDS ACT*;
- (b) PROHIBITED PERSON INFORMATION; WHICH IS INFORMATION RELATING TO PERSONS AGAINST WHOM AN ORDER OF PROHIBITION IS IN EFFECT WITH RESPECT TO FIREARMS, LIQUOR, DRIVING, HUNTING, ETC.;
- (c) AUTOMATED CRIMINAL RECORDS RETRIEVAL SYSTEM MAINTAINED BY THE ROYAL CANADIAN MOUNTED POLICE TO FIND OUT IF I HAVE BEEN CONVICTED OF, AND BEEN GRANTED A PARDON FOR, ANY OF THE SEXUAL OFFENCES THAT ARE LISTED IN THE SCHEDULE TO THE *CRIMINAL RECORDS ACT*.

I understand that, as a result of giving this consent, if I am suspected of being the person named in a criminal record for one of the sexual offences listed in the schedule to the *Criminal Records Act* in respect of which a pardon was granted or issued, that record may be provided by the Commissioner of the Royal Mounted Police to the Solicitor General of Canada, who may then disclose all or part of the information contained in that record to a police force or other authorized body. That police force or authorized body will then disclose that information to me.

I further consent to information contained in a criminal record, found as a result of a criminal record check for a sexual offence for which a pardon has been granted or issued, being disclosed by a police force or other authorized body to the person or organization referred to above to whom or to which I am applying or have applied for a paid or volunteer position.

I understand that as a result of giving this consent, that information will be disclosed by the police force or other authorized body to the person or organization, even though a pardon has been granted or issued for the offence.

I, FOR MYSELF, MY HEIRS, EXECUTORS, ADMINISTRATORS, SUCCESSORS AND ASSIGNS HEREBY RELEASE, WAIVE AND FOREVER DISCHARGE FIRST ADVANTAGE AND ALL THEIR AGENTS, OFFICERS, ASSIGNS, REPRESENTATIVES AND SUCCESSORS, OF AND FROM ANY AND ALL LIABILITY FOR THE DISCLOSURE OF INFORMATION BY FIRST ADVANTAGE, TO THE ABOVE-NAMED ORGANIZATION, INCLUDING ALL CLAIMS, DEMANDS, DAMAGES, COSTS, ACTIONS AND CAUSES OF ACTION, HOWSOEVER CAUSED OR ARISING, IN RESPECT OF DEATH, INJURY, ILLNESS, LOSS OR DAMAGE OF ANY NATURE WHICH MAY BE SUSTAINED BY ME, OR BY ANY OTHER PERSON, AS A RESULT THEREOF, OR CONNECTED THERETO.

I UNDERSTAND THAT AFTER DISCLOSING THIS INFORMATION TO THE ORGANIZATION(S) NAMED ABOVE, FIRST ADVANTAGE, AND ALL THE AFORESAID, WAIVE ANY RESPONSIBILITY FOR ITS USE, APPLICATION AND/OR DISSEMINATION BY THE ABOVE-NAMED ORGANIZATION(S) OR BY ANY OTHER PERSON, ORGANIZATION OR AGENCY.

I ACKNOWLEDGE THAT RECORDS AND/OR INFORMATION LOCATED AND/OR DISCLOSED BY FIRST ADVANTAGE'S AGENTS/POLICE SERVICES MAY OR MAY NOT PERTAIN TO ME. POSITIVE IDENTIFICATION CAN ONLY BE CONFIRMED THROUGH THE COMPARISON OF FINGERPRINTS, WHICH MUST BE SUBMITTED BY ME.

SIGNATURE OF APPLICANT

DATE: YYYY _____ MM _____ DD _____

SIGNATURE OF WITNESS

NAME OF WITNESS (PLEASE PRINT)



User Guide



CAST Client Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail News RSS Feeds

Address <http://10.254.32.68/Client.FADV.ca/security/login.aspx> Go Links

Google Go Bookmarks 149 blocked Check AutoLink AutoFill Send to Settings

CAST CLIENT LOGIN

User Name:

Password:

Please enter the code below:

Clients are reminded that this system should only be used for bona fide reasons and requests for most services must be accompanied consent statement as detailed in the [First Advantage Canada Online and Operational Privacy Policy](#). If you have questions or are using the system for something other than employment reasons, please contact us at [Customer Support](#).

EQUIFAX
Commercial Credit Report

Contact Us

First Advantage Employer Services
366 Adelaide Street West
Suite 200
Toronto, ON Canada M5V 1R9

T: 800.833.7511
or
T: 416.961.1611

[E-mail Us](#)

Done Internet

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To log in to our web tool, you will need to open your Internet browser and go to the URL <https://client.fadv.ca/>

Enter the username and password that were sent to you via your welcome email in the appropriate text boxes.

Then enter the hidden number that you see into the field below it.

Hit the Submit Button to enter the Web Tool.



First Advantage Pre-Employment Screening - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://10.254.32.68/Client.FADV.ca/WelcomeCA.aspx>

Google G Go Bookmarks 149 blocked Check AutoLink AutoFill Send to Settings

Client Advantage Screening Tool

Welcome Order Retrieve Statistics Utilities Logoff

Service Description: - Click here - How To: - Click here -

Welcome Rhonda Fairweather From TEST COMPANY

Did You Know

7% of all applicants have a criminal record?
Source: Internal First Advantage Analysis (across industry)

FADV has over 4300 employees internationally with offices in the US, Australia, Singapore, Japan, Philippines, China, Malaysia, Thailand, Seoul, UK and Hong Kong which allows us the best worldwide compliance, knowledge and coverage in the industry!

Success in obtaining references relies on:

- o Notices for all First Advantage Customers
- o Notices from First Advantage to your only your company.

Client Advantage Screening Tool

CAST is an innovative, web-based pre-employment screening solution designed to streamline the hiring and recruiting process. By providing clients with accurate, timely and industry leading services, we enable clients to make informed decisions. As a valued partner, First Advantage focuses on providing exceptional client support coupled with a proprietary system that can be tailored to meet client demands.

Emailing your order? Please email to cast_requests@fadv.ca

Need help? Customer_support@fadv.ca

Get Started with FIRST Advantage

- Credit History
- ID Verification
- Criminal Record Check
- Driver Abstract Search
- Education/Credential Verification
- Employment Verification
- References – Professional/Personal
- SIN Validation
- Media Checks
- Bankruptcy Search
- OSFI Terrorism Search
- Exit Interviews

WE ALSO OFFER:

- Applicant Tracking System

The first page you see is a Welcome Page.

Keep an eye out for any announcements on this page. We will post any important notifications to this page when we need to relay information to you.

You will also find some industry statistics and general information about First Advantage on this page.

CAST: Order Screen - Microsoft Internet Explorer provided by First Advantage Corporation

https://client.fadv.ca/Order.aspx

File Edit View Favorites Tools Help

CAST: Order Screen

Welcome Rhonda Fairweather from TEST CLIENT

Candidate Information

Please note that any request received by First Advantage after 3pm, or the designated cut off time for your account, will be considered next business day. If you have questions or do not have a copy of the consent statement, please contact us at 416-961-1611. If you are faxing a consent form for an order already submitted, it should be sent to 416-961-1800 or toll free 1-866-482-0452.

First Name * Captain	Middle Name 	Last Name * Advantage	Gender * Male
Billing Code/Cost Centre * Get From List	Client Reference		
Previous Names / AKAs			
First Name	Middle Name	Last Name	
Address * 123 Test Street	City * Test City	County or State/Province * Ontario	Postal/Zip Code * TEST44
ID Number	ID Type SIN	DOB (DD/MM/YYYY) * 12-Dec-1978	Candidate Phone
			Alternate Phone
Candidate Email	Order Notes		

The Order screen allows you to request FADV services and enter candidate details for your request. The candidate's first and last name are the only mandatory pieces of information required to make a request; however, each service requires specific information and if that information is filled out on the main Order page, you will not need to re-type the information. And remember, the more information you provide regarding the candidate, the more efficiently First Advantage is able to process your request.

If you use a Cost Centre or Billing Code for reference, you can type them into the designated field on the order entry page. You can also provide First Advantage Canada with a pre-set list that we can set up for you to select from the "Get From List" link of codes associated with your account.

The screenshot shows a web browser window with the title 'First Advantage Corporation'. The browser's address bar is empty, and the search bar contains 'Google'. The page content is a form for entering client information. The form is organized into several sections:

- Personal Information:** Fields for First Name (marked with a red asterisk), Middle Name, Last Name (marked with a red asterisk), and Gender (marked with a red asterisk). The First Name field contains 'Captain' and the Last Name field contains 'Advantage'.
- Reference Information:** Fields for Billing Code/Cost Centre (marked with a red asterisk) and Client Reference. A blue link labeled 'Get From List' is positioned below the Billing Code field.
- Previous Names / AKAs:** A section with three columns for First Name, Middle Name, and Last Name, each with three empty input fields.
- Address:** Fields for Address (marked with a red asterisk), City (marked with a red asterisk), County or State/Province (marked with a red asterisk), and Postal/Zip Code (marked with a red asterisk). The Address field contains '123 Test Street', the City field contains 'Test City', the County dropdown is set to 'Ontario', and the Postal field contains 'TEST44'.
- Identification:** Fields for ID Number, ID Type (dropdown menu set to 'SIN'), and DOB (DD/MM/YYYY) (marked with a red asterisk). The DOB field contains '12-Dec-1978'. There are also fields for Candidate Phone and Alternate Phone.
- Contact:** A field for Candidate Email.
- Notes:** A large text area for Order Notes.
- Client Packages:** A blue header section containing a dropdown menu labeled 'Select Your Package:' with the text 'Select Your Package'.
- A La Carte Services:** A blue header section.

Mandatory fields are marked with a red asterisk *

We do recommend that you provide a date of birth and / or SIN if you are requesting education or employment verification, as it will help identify the applicant's records more efficiently.

CAST: Order Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://10.254.32.68/Client.FADV.ca/Order.aspx

Google G Go Bookmarks 149 blocked Check AutoLink AutoFill Send to Settings

Address **City** **County or State/Province** **Postal/Zip Code**
ID Number **ID Type** SIN **DOB (DD/MM/YYYY)** **Candidate Phone** **Candidate Email**


Client Packages

Select Your Package:

A La Carte Services

<input type="checkbox"/> Canadian Criminal Record Check	<input type="checkbox"/> Employment Verification
<input type="checkbox"/> Canadian Pardoned Sexual Offender	<input type="checkbox"/> Exit Interview
<input type="checkbox"/> SIN Validation	<input type="checkbox"/> Professional Credential Verification
<input type="checkbox"/> Canadian Terrorism List Search	<input type="checkbox"/> Express Reference
<input type="checkbox"/> Canadian Consumer Credit Report	<input type="checkbox"/> ID Verification
<input type="checkbox"/> Canadian MVR Check	<input type="checkbox"/> Criminal Volunteer Record Check
<input type="checkbox"/> Education Verification	<input type="checkbox"/> Executive Reference

Clients are reminded that this system should only be used for bona fide reasons and requests for most services must be accompanied consent statement as detailed in the [First Advantage Canada Online and Operational Privacy Policy](#)
 If you have questions or are using the system for something other than employment reasons, please contact us at [Customer Support](#).

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Done Internet

If you would like to order a package, all those that are available for your account will be available in the drop down menu underneath the Client Packages heading.

You may also order a la carte services simply by checking the box in front of the name of each service.

Once you have entered all of the candidate's information and selected the services that you wish to order, hit the Continue button at the bottom of the screen.

CAST: Order Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help


Address <http://10.254.32.68/Client.FADV.ca/Order.aspx>

Google G Go 149 blocked Check AutoLink AutoFill Send to Settings

Candidate Information

Please note that any request received by First Advantage after 3pm, or the designated cut off time for your account, will be considered next business day. If you have questions or do not have a copy of the consent statement, please contact us at 416-961-1611. If you are faxing a consent form for an order already submitted, it should be sent to 416-961-1800 or toll free 1-866-482-0452.

Microsoft Internet Explorer



- Gender is required!

OK

Gender Billing Code

Postal/Zip Code T5T 5T5

Phone Candidate Email

123456789 SIN 12-Dec-1978

Client Packages

Select Your Package: :: Select Your Package ::

A La Carte Services

<input type="checkbox"/> Canadian Criminal Record Check	<input type="checkbox"/> Employment Verification
<input type="checkbox"/> Canadian Pardoned Sexual Offender	<input type="checkbox"/> Exit Interview
<input type="checkbox"/> SIN Validation	<input type="checkbox"/> Professional Credential Verification

Done Internet

If there is candidate information required for the requested services that you have not entered, you will be prompted to enter that information before continuing with your order

CAST: Order Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://10.254.32.68/Client.FADV.ca/Order.aspx

Google Go Bookmarks 149 blocked Check AutoLink AutoFill Send to Settings

Address * 123 Demo Street **City *** Test City **County or State/Province *** Ontario **Postal/Zip Code *** T5T 5T5

ID Number 123456789 **ID Type** SIN **DOB (DD/MM/YYYY) *** 12-Dec-1978 **Candidate Phone** **Candidate Email**

Client Packages

Select Your Package: Pkg 2 (CA Crim, Credit, Ed Verify & Empl Verify)


A La Carte Services

<input checked="" type="checkbox"/> Canadian Criminal Record Check	<input checked="" type="checkbox"/> Employment Verification
<input type="checkbox"/> Canadian Pardoned Sexual Offender	<input type="checkbox"/> Exit Interview
<input type="checkbox"/> SIN Validation	<input type="checkbox"/> Professional Credential Verification
<input type="checkbox"/> Canadian Terrorism List Search	<input type="checkbox"/> Express Reference
<input checked="" type="checkbox"/> Canadian Consumer Credit Report	<input type="checkbox"/> ID Verification
<input type="checkbox"/> Canadian MVR Check	<input type="checkbox"/> Criminal Volunteer Record Check
<input checked="" type="checkbox"/> Education Verification	<input type="checkbox"/> Executive Reference

Continue

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Opening page http://10.254.32.68/Client.FADV.ca/Order.aspx... Internet

Once you have selected the services you wish to order and entered all required details, hit the Continue Button at the bottom of the page.



CAST: Order Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://10.254.32.68/Client.FADV.ca/Order.aspx>

Google G Go Bookmarks 149 blocked Check AutoLink AutoFill Send to Settings

Client Advantage Screening Tool

Service Description: - Click here - How To: - Click here

Welcome Rhonda Fairweather From

Your Order #828922 for Captain Advantage has been successfully tra

[Email Candidate Release Forms](#)

COST SAVINGS ALERT!

First Advantage has detected that this order may have been placed p
Please review the possible duplicate orders below before continu

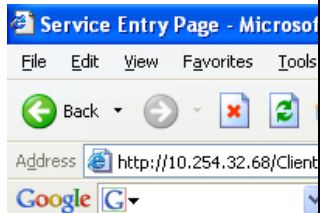
Order Number	Date Ordered
828922	Sep 22 2008

Clients are reminded that this system should only be used for bona fide reasons and requests for most services must be accompanied consent statement as detailed in the

Done Internet

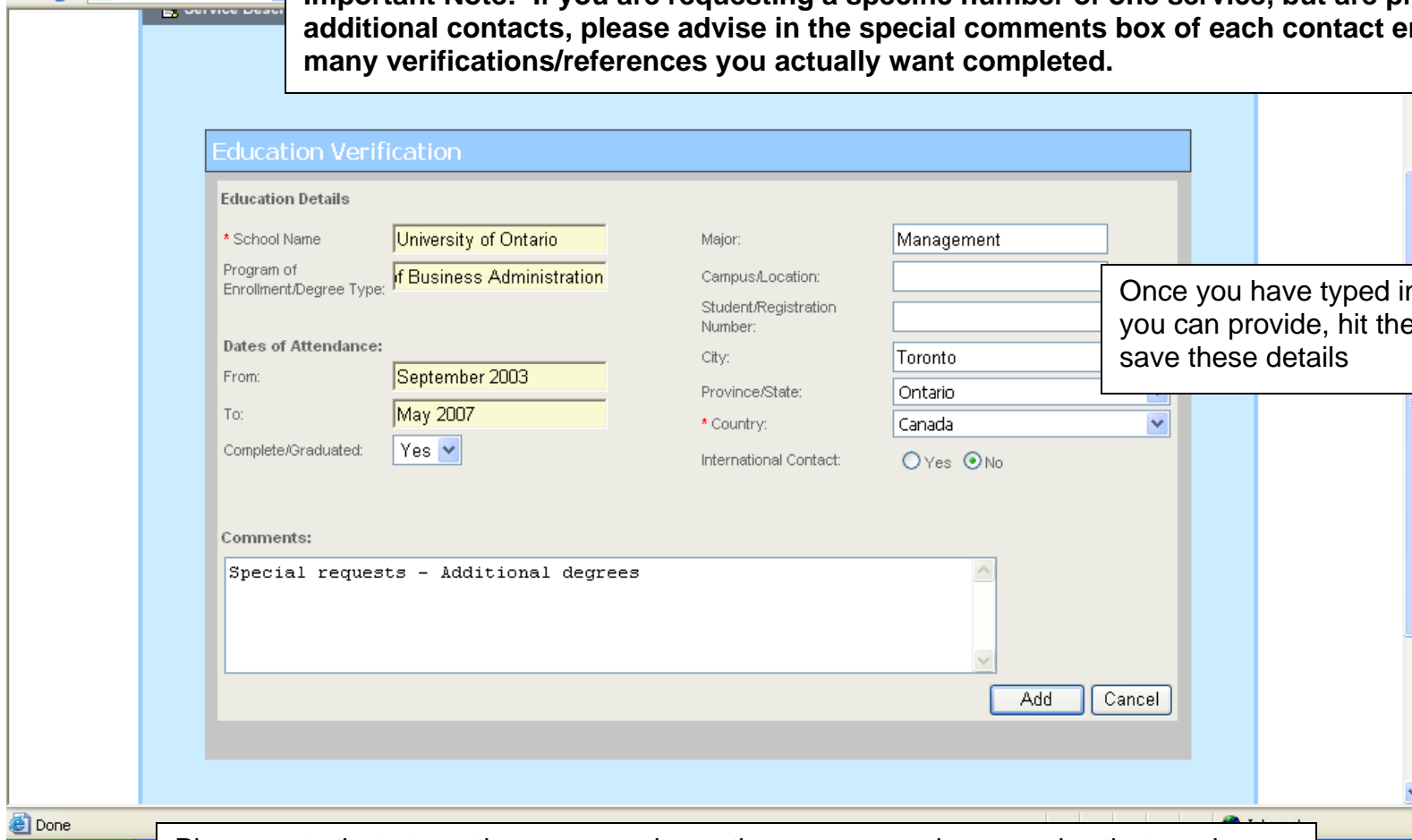
You will get this Cost Savings Alert message if you are submitting an order for an applicant that has the exact same first and last name of an applicant that you ordered a background check on in the past.

If you do not need this new order, click the Cancel Complete Order button, but if you do need to submit this new request, hit the Submit Order button to continue with your request.



Information that is mandatory for certain services will be marked with an asterisk next to that particular field. Again we remind you that although not all information captured in the fields is mandatory, it is better to provide as much information as possible so that we are more effective in getting the background results returned to you. If you have any special requests or comments about the individual services, these instructions can be entered into the Comments field for each service.

Important Note: If you are requesting a specific number of one service, but are providing additional contacts, please advise in the special comments box of each contact entered how many verifications/references you actually want completed.



Once you have typed in all the details that you can provide, hit the Add Button to save these details

Please note that at any time, you can leave these pages and any service that you have added will be saved as a draft order that you can come back to at a later time via the Draft Background Check Orders section of the Retrieve Page

Service Entry Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://10.254.32.68/Client.FADV.ca/ServiceEntry.aspx>

Google Go Links

Bookmarks 149 blocked Check AutoLink AutoFill Send to

* School Name:

Program of Enrollment/Degree Type:

Dates of Attendance:

From:

To:

Complete/Graduated:

Major:

Campus/Location:

Student/Registration Number:

City:

Province/State:

* Country:

International Contact: Yes No

Comments:

Serial No.	School Name	Country	Start Date	End Date		
Edit	1	University of Ontario	Canada	September 2003	May 2007	Delete

The details that you have entered are saved and displayed at the bottom of the page for you to view.

If you want to add additional schools or employers, simply fill in the blank table and hit add to save each record.

Once you have entered all of the entities that you wish for us to contact, hit the Continue Button at the bottom of the page to move on to the next service.

Service Entry Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://10.254.32.68/Client.FADV.ca/ServiceEntry.aspx

Express Reference Information

Reference Details

* **Type Of Reference:** Professional Personal Academic

* **Name Of Referee:** Robert Smith Preferred

Relationship To Candidate: Former Supervisot

Company Name: ABC Company

Best Time To Contact: Business hours

International Contact: Yes No

Home Phone Number: [Yellowed]

Business Phone Number: 416-555-999

Cell Phone Number: [Yellowed]

Alternate Number: [Yellowed]

Email: robert@test.

Comments:
Obtain 2/3 references - Special questions - Areas to probe

Add Cancel

Continue

Clients are reminded that this system should only be used for bona fide reasons and requests for most services must be accompanied consent statement as detailed in the [First Advantage Canada Online and Operational Privacy Policy](#)

Done Internet

For references, you must provide the type of reference, the contact's name and at least one point of contact.

You can also indicate if the reference is a preferred or priority reference by clicking on the corresponding checkbox.

Once you have typed in all the details that you can provide, hit the Add Button to save these details

Service Entry Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop Send To

Address http://10.254.32.68/Client.FADV.ca/ServiceEntry.aspx

Google G Go Bookmarks 149 blocked Check AutoLink AutoFill Send To

Best Time To Contact: Email:

International Contact: Yes No

Comments:

Add

Serial No.	Reference Type	Name Of Referee	Relationship To Candidate	Best Time To Contact		
Edit	1	Professional	Robert Smith	Former Supervisot	Business hours	Delete

Continue

Clients are reminded that this system should only be used for bona fide reasons and requests for most services must be accompanied consent statement as detailed in the [First Advantage Canada Online and Operational Privacy Policy](#)

If you have questions or are using the system for something other than employment reasons, please contact us at [Customer Support](#).

Done Internet

The details that you have entered are saved and displayed at the bottom of the page for you to view.

If you want to add additional schools or employers, simply fill in the blank table and hit add to save each record.

Once you have entered all of the entities that you wish for us to contact, hit the Continue Button at the bottom of the page to move on to the next service.

Order Review - Microsoft Internet Explorer provided by First Advantage Corporation

https://client.fadv.ca/ServiceReview.aspx

File Edit View Favorites Tools Help

Order Review

Welcome Order Retrieve Statistics Utilities Candidate Logoff

Service Description: - Click here - How To: - Click here -

Order Review

Candidate Information

Please note that any request received by First Advantage after 3pm, or the designated cut off time for your account, will be considered next business day. If you have questions or do not have a copy of the consent statement, please call 416-961-1611. If you are faxing a consent form for an order already submitted, it should be sent to 416-961-1811 or toll free 1-866-482-0452.

First Name * Captain	Middle Name 	Last Name * Advantage	Gender * Male
Billing Code/Cost Centre * Get From List asdf	Client Reference 		
Previous Names / AKAs			
First Name 	Middle Name 	Last Name 	
Address * 123 Test Street	City * Test City	County or State/Province * Ontario	Postal/Zip Code * TEST44
ID Number 	ID Type SIN	DOB (DD/MM/YYYY) * 12-Dec-1978	Candidate Phone
Candidate Email 		Alternate Phone 	
Order Notes 			

Once you have entered all of the data for each service that you have requested, you will be directed to an Order Review Screen.

Order Review - Microsoft Internet Explorer

Address: http://10.254.32.68/Client.FADV.ca/ServiceReview.aspx

Canadian Consumer Credit Report

Delete Canadian Consumer Credit Report

Education Verification

Education Details

* School Name:
 Program of Enrollment/Degree Type:
 Major:
 Campus/Location:
 Student/Registration Number:
 City:
 Province/State:
 * Country:
 International Contact: Yes No

Dates of Attendance:

From:
 To:
 Complete/Graduated:

Comments:

Add Cancel

Serial No.	School Name	Country	Start Date	End Date	
Edit 1	University of Ontario	Canada	September 2003	May 2007	Delete

You can remove services from your order by clicking on the Delete button underneath the corresponding heading.

To add additional entities for the services you are requesting, fill in the table and click the add button under the corresponding service.

Click on the Edit link in front of entities that are already entered to change any of the details you have previously entered.

Order Review - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://10.254.32.68/Client.FADV.ca/ServiceReview.aspx>

Serial No.	Name Of The Employer	City	Country	Start Date	End Date	Position
Edit 1	ABC Company	Toronto	Canada	May 2007	May 2008	Assistant Manager

Delete Employment Verification

Expedite My Order


If you would like your order Expedited (Surcharges may apply)

Please review the above information for accuracy before submitting. If you remove a service from the order, the full package price will still be charged. Please use the edit, update or add new button as required, do not use the Back option from your browser, as all data will be lost.

Submit

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Internet

Once you have reviewed all the data and are satisfied that it is complete and accurate, indicate whether this is a Rush by clicking in the check box if you wish to rush the request and hit the Submit Button.



CAST: Order Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://10.254.32.68/Client.FADV.ca/Order.aspx

Google Go

Bookmarks 149 blocked Check AutoLink AutoFill Send to Settings

Client Advantage Screening Tool

Welcome Order Retrieve Statistics Utilities Logoff

Service Description: - Click here - How To: - Click here -

Welcome Rhonda Fairweather From TEST

Your Order #828922 for Captain Advantage has been successfully transmitted.

[Email Candidate Release Forms](#)

Candidate Information

Please note that any request received by First Advantage after 3pm, or the designated cut off time for your area, will be considered next business day. If you have questions or do not have a copy of the consent statement, please call 416-961-1611. If you are faxing a consent form for an order already submitted, it should be sent to 416-961-1611, ext. 416-961-1611, free 1-866-482-0452.

First Name *	Middle Name	Last Name *	Gender	Bill To
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Previous Names / AKAs				
First Name	Middle Name	Last Name		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
<input type="text"/>	<input type="text"/>	<input type="text"/>		

Done Internet

Once you have submitted the order, you will be taken back to the main Order page and you will receive notification that the order has been successfully submitted, as well as the order number to refer to this request in the future.

There is also a hyperlink that you can use to email us a copy of the candidate consent form if it is required for the services that you have requested (*Please note that a signed consent form is required for all services except References and Exit Interviews*)

CAST: Order Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://10.254.32.68/Client.FADV.ca/Order.aspx>

Google G Go Bookmarks 149 blocked Check AutoLink AutoFill Send to Settings

The Retrieve Page is where you can view the status of each request and also retrieve the results once they have been returned to FADV. Results are entered into CAST on a real-time basis, thus you will be able to see them as soon as they have been entered and have passed our quality assurance process.

You can view orders you have submitted or drafts of orders you did not yet submit and you can view either Background Checks by clicking on the corresponding link.

Background Screening Tool

[Welcome](#) | [Order](#) | [Retrieve](#) | [Statistics](#) | [Utilities](#) | [Logoff](#)

How To: [Submitted](#) | [Expand Retrieve](#) | [Check Orders](#)

[Draft Background Check Orders](#)
[Submitted Exit Interview Orders](#)
[Draft Exit Interview Orders](#)

After 3pm, or the designated cut off time for your account, will be not have a copy of the consent statement, please contact us at already submitted, it should be sent to 416-961-1800 or toll

First Name *	Middle Name	Last Name *	Gender	Billing Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Previous Names / AKAs				
First Name	Middle Name	Last Name		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
Address	City	County or State/Province	Postal/Zip Code	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Submitted Background Check Orders - Microsoft Internet Explorer

Address: http://10.254.32.68/Client.FADV.ca/Retrieve.aspx?action=BACKGROUND

Service Description: - Click

Submitted Background

Employment screening orders

Order Number Date Ordered Date Completed First Name Last Name

Click on a column header below to sort orders accordingly

<u>Order Number</u>	<u>Date Ordered</u>	<u>Date Completed</u>	<u>Applicant Name</u>	<u>Alert</u>	<u>Client Contact</u>	<u>Hire</u>	<u>Additional Documents</u>
828922	22/Sep/2008		ADVANTAGE, CAPTAIN		Rhonda Fairweather		
828915	19/Sep/2008		TEMPLATE, DEFAULT		Rhonda Fairweather		
828724	20/Aug/2008		SINGH, ROLAND		Rhonda Fairweather		
828722	20/Aug/2008		BARTLETT, CHRISTOPHER	<input checked="" type="checkbox"/>	Rhonda Fairweather		
828449	27/Jun/2008		COMEALU, DAISY		Rhonda Fairweather		
828254	02/Jun/2008		DUFFY, STEPHEN		Rhonda Fairweather		
828253	02/Jun/2008		LE BON, SIMON		Rhonda Fairweather		
828243	31/May/2008	31/May/2008	SMITH, ELLIOT		Rhonda Fairweather		

(13 items remaining) Downloading picture http://10.254.32.68/Client.FADV.ca/RadControls/Grid/Skins/Desert/Img/footerBg.gif... Internet

This is the Submitted Background Check Orders Page.

To view the results of a particular case simply click on the Order Number, as it is a hyperlink and you will see the status of each service.

CAST: Client Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address http://10.254.32.68/Client.FADV.ca/Services.aspx?ID=828922

Google Go Bookmarks 149 blocked Check Auto

Service Description: - Click here - How To:

Order Review


Applicant Name: ADVANTAGE, CAPTAIN **Ord**

[Contact us about this order](#)

Click on a column header below to sort orders acco


Type of Report	Service Results
Canadian Criminal Record Check	Completed - Clear
Canadian Consumer Credit Report	Completed - Clear
Education Verification	In Progress
Employment Verification	In Progress

[View Report](#)



Clients are reminded that this system should only be used for bona fide reasons and requests for most services must be accompanied consent statement as detailed in the [First Advantage Canada Online and Operational Privacy Policy](#)

If you have questions or are using the system for something other than employment reasons, please contact us at [Customer Support](#).

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Done Internet

You can see the status or results for each service from this page.

To obtain more details, click on the Results hyperlink to view the details for individual services

To view one PDF report with all services in it, click on the View Complete Report link and download the PDF version of the report

Draft Background Check Orders - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://10.254.32.68/Client.FADV.ca/Unsubmitted.aspx?action=BACKGROUND>






Google G Go 149 blocked Check AutoLink AutoFill Send to Settings

This is the Draft Background Check Orders Page.

To continue where you left off with data entry of an order, click on the Last Name of the applicant.

To delete the draft click on the garbage can beside the draft.

Draft Background Check Orders

<u>Last Name</u>	<u>First Name</u>	<u>Date First Entered</u>	<u>Billing Code</u>	<u>Client Contact</u>
template	default	19/Sep/2008		Rhonda Fairweather 
template	default	19/Sep/2008		Rhonda Fairweather 
Advantage	Captain	22/Sep/2008		Rhonda Fairweather 
Advantage	Captain	22/Sep/2008		Rhonda Fairweather 
Advantage	Captain	22/Sep/2008		Rhonda Fairweather 

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If you have questions or are using the system for something other than employment reasons, please

Please note that Draft Orders do not get relayed to the internal production system for First Advantage. Orders appearing on this page do not have an order number and are not being worked on.

Draft Background Check Orders - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://10.254.32.68/Client.FADV.ca/Unsubmitted.aspx?action=BACKGROUND>

Google Go Bookmarks 149 blocked Check AutoLink AutoFill Send to Settings

Click okay if you want to permanently delete the draft order or click cancel to keep it in your list of draft orders.






Welcome Order Retrieve Statistics Utilities Logoff

Service Description: - Click **Microsoft Internet Explorer** Background Check Orders

Microsoft Internet Explorer

Are you sure you want to delete the order for default , template?

OK Cancel

Last Name				
template	default	19/Sep/2008	Rhonda Fairweather	
template	default	19/Sep/2008	Rhonda Fairweather	
Advantage	Captain	22/Sep/2008	Rhonda Fairweather	
Advantage	Captain	22/Sep/2008	Rhonda Fairweather	
Advantage	Captain	22/Sep/2008	Rhonda Fairweather	

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(6 items remaining) Downloading picture <http://10.254.32.68/Client.FADV.ca/RadControls/Grid/Skins/Desert/Img/rowBg.gif...> Internet



CAST: Statistics Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail News RSS Feeds

Address http://10.254.32.68/Client.FADV.ca/Statistics.aspx

Google Go Bookmarks 149 blocked Check AutoLink AutoFill Ser

Client Advantage Screening Tool

Welcome Order Retrieve **Statistics** Utilities Logoff

Service Description: - Click here - How To: - Click here -

Statistics

From Date: 22/Dec/2007 To Date: 22/Sep/2008

Report Type: [Dropdown]

Billing Co [Dropdown]

- Criminal Discrepancy
- Education Discrepancy
- Employment Discrepancy
- Combined Discrepancy
- Turnaround Time on All Reports

Submit

Clients are reminded that this system should only be used for bona fide reasons and requests for most services must be accompanied consent statement as detailed in the [First Advantage Canada Online and Operational Privacy Policy](#)

If you have questions or are using the system for something other than employment reasons, please contact us at [Customer Support](#).

Done Internet

The Statistics screen is a place where you can view detailed information about your services.

To run a report, select a date range and select the report you would like to run from the drop down menu.

CAST: Statistics Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

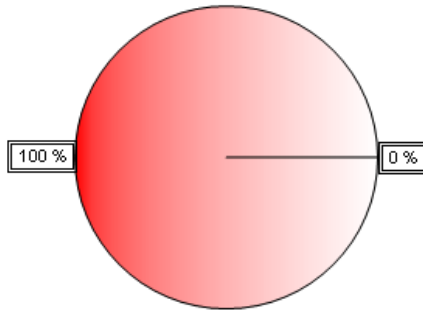
Address <http://10.254.32.68/Client.FADV.ca/Statistics.aspx>

Google

Criminal Discrepancy

Company Name: TEST COMPANY
Contact Name:
Date Range: 01/Jul/08 - 22/Sep/2008

Total Verifications Requested: 1
Total Verifications with Discrepancies: 1
Percentage of Verifications with Discrepancies: 100.00%



The statistics will be displayed for the specified date range along with a graphical representation of the numbers.

Order Number	Date Ordered	Applicant Name	Report Type
828724	August 20, 2008	SINGH, ROLAND	Canadian Criminal Record Check

Done Internet




CAST: Utilities Screen - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail News RSS Feeds

Address <http://10.254.32.68/Client.FADV.ca/Utilities.aspx> Go Links

Google G Go Bookmarks 149 blocked Check AutoLink AutoFill Send to Settings



Client Advantage Screening Tool

Welcome Order Retrieve Statistics

Service Description: - Click here - How To: - Click here -

- [Contact First Advantage](#)

Important Downloadable Forms


- [CRD ID06-16-08-16-18-2-62](#)
- [Education Verification Sheet](#)
- [Employment Reference Sheet](#)

Information and Documents

- [CRD ID04-08-08-10-5](#)
- [Education Verification Sheet](#)
- [Employment Reference Sheet](#)

Clients are reminded that this system should only be used for bona fide reasons and requests for more services must be accompanied consent statement as detailed in the [First Advantage Canada Online and Operational Privacy Policy](#)

If you have questions or are using the system for something other than employment reasons, please contact us at [Customer Support](#).

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Internet

The Utilities / Administration page is used to provide you with information specific to First Advantage, including FAQ's, consent forms, etc. This page is customized to each client account and will include important documents for your reference.

To view the information simply click on the hyperlinked word and the information will appear in a pop up window.



Criminal Information Sheet



A Fact Sheet

Factors to consider relating to Criminal Records:

The Canadian criminal record check is a national check for a record of criminal convictions, for which a pardon has not been granted, against the RCMP maintained CPIC – Canadian Police Information Centre – system. The identifiers used are name(s), date of birth and gender. The additional identifiers of address and drivers license number can help ascertain identity of an applicant if needed. The search will cover all convictions listed on the CPIC system and is nation-wide in scope. The search will not cover records protected under the Criminal Youth Justice Act (formerly Young Offenders Act) or charges or summary convictions held only at the local charging police agency level.

POSSIBLE RESULTS:

Clear – “Clear – No record of criminal convictions or prohibitions found at this time.”

This result indicates that no record of criminal convictions or prohibited person information has been identified for the applicant on the CPIC system based on the identifiers of Name, DOB and gender.

Fingerprinting Required – “No record of criminal convictions found at this time, however the police service suggests that the applicant submit to a fingerprinting process for positive identification and further information.”

This result indicates that possible record details cannot be verified based on the information provided and that no information can be provided to verify the information as either hit or clear without fingerprinting. Due to differences in quality of reporting from various police agencies, even when provided with additional information, the details might not be on CPIC to use as guidance when determining a match. The only way to ensure an accurate record is for the applicant to present themselves at a local police station for a copy of their record and / or to provide fingerprint information.

NOTE: FADV cannot release the exact reason for the fingerprinting scenario as it will compromise the agreement with our police provider and the type of information that can be released to third-parties.

Hit – “Match Found – The following record(s) of criminal convictions were found at this time: (details XXX)”

This result indicates that a record of criminal convictions and / or prohibited person information has been identified for the applicant on the CPIC system based on the identifiers of Name, DOB and gender. Typical information provided is section of Criminal Code violated, date of offence and conviction, location of offence and disposition details. NOTE: FADV cannot release pending charge information, pardoned offences and / or Young Offender records.

When a match is found, the following details will be provided:

- Date of conviction
- Location of conviction
- Criminal Code Section
- Name of Conviction
- Disposition (i.e. sentencing information)

A Disclaimer at the bottom of every report will read:

Important: The above information was obtained using the name(s), date of birth and gender supplied by the applicant. If this information is inaccurate or incomplete, please notify First Advantage Canada Inc. immediately, as any errors or omissions will impact the search results. This search was conducted based on the aforementioned personal descriptors only and the above information cannot be certified as accurate or as relating to the subject of this inquiry without a fingerprint comparison. The search does not cover criminal offences which fall under the Criminal Youth Justice Act. Clients are also reminded that all decisions must be based on bona fide occupational requirements and their responsibility to maintain a safe work environment.

Before taking action with a match, you need to confirm that the record information belongs to *your* applicant. This can be done by asking the applicant directly if the information belongs to them and / or having the applicant attend in person at their local police department and obtain a certified copy of their record or a letter of clearance. It must be matched against the position which they will be hired for (bona fide occupational requirements) and your duty to maintain a safe work environment for clients, suppliers and employees.

Once the record is confirmed as belonging to the applicant and you are trying to determine if it will impact the hiring decision, there are 3 things to keep in mind:

1. All employment decisions need to be based on the role the applicant is being hired for (bona fide occupational requirements)
2. The obligation as an employer to maintain a safe work environment – for your employees, clients and suppliers
3. The Canadian Human Rights Code allows you to discriminate against an applicant “*based on a record of criminal convictions for which a pardon has not been granted*”; this means that making decisions on pending charges or charges that did not result in a conviction may result in a violation of the Code.

Other Considerations...

- Did the applicant disclose the record or any criminal history to you directly?
- How long ago was the conviction(s)? How old was the applicant? How old is the applicant now? – what you are trying to ascertain is whether they are “older and wiser”
- Is there a pattern of behaviour? –multiple convictions or an isolated case?
- Was the conviction(s) situational? – meaning, what are the chances the applicant engineered the situation versus likelihood s/he would be in that position again?
- What information did the applicant provide? Remorse, openness, accountability and a viable explanation are important in determining the likelihood of reoccurrence.
- How serious was the conviction(s)? Keeping in mind minor violations can just be poor decisions versus a pattern of flagrant disregard for the law and authority which could cause issues once that applicant is hired.

- What was the disposition? Considering our judicial system reviewed all the facts in making their decision about sentencing and penalties, more serious penalties demonstrate lower tolerance for the crime committed.
- Lastly, if you hire this applicant, knowing their record, and a situation occurs, can you comfortably justify and thoroughly support the hiring decision?

MEETS HIRING CRITERIA (PROCEED WITH HIRE)	<u>CLARIFICATION REQUIRED</u> (BEFORE PROCEEDING WITH HIRE)
Clear – Unable to locate any information with respect to a record of criminal convictions / pending charges in Canada based on the personal descriptors (name, DOB, gender) as provided	Match/Fingerprint Required – - Any conviction / pending charge for any of the following <u>may</u> bar an applicant from employment: fraud, theft, embezzlement, tax evasion, dishonesty, violation of any securities legislation, drugs (use, possession and distribution), weapons (use, possession and distribution), physical / violence, including abuse of children or elderly, assault, kidnapping, battery and sexual crimes as well as any offence relating to or incurred while employed in a professional capacity



Workflow

FADV Canada Workflow for The CSS Network Program

Once you have the consent statement(s) and any other required documents, using your user name and password, enter the request online at client.fadv.ca/ccssn for processing. After entering online, please email the consent to cast_requests@fadv.ca or fax to (416) 961-1800 or (866) 482-0452



Requests are held in queue until all necessary consent forms are received and then file is put in process by First Advantage

Requests are sent to respective police authorities for processing and/or our own team for any verifications and reference tasks.



Once the results for a service are complete, they are entered onto the online system and reviewed for quality assurance



As results pass our stringent process, they are posted to the website for retrieval online and you will be sent an email confirmation upon service completion – these results are available with your login and are retained in a secure environment